



Performance Support

Components of Performance

| Performance Mindset | | |
|---|---|--|
| Skills | Processes | Tools/Perf Support |
| <ul style="list-style-type: none"> • General • Functional • Industry | <ul style="list-style-type: none"> • Workflow • Organizational • Compliance/Regulatory | <ul style="list-style-type: none"> • Templates • Job Aids • Systems • Wizards • Examples • Bulletin boards • FAQs • Chat |

Skills- aptitudes or abilities developed as a result of practice.

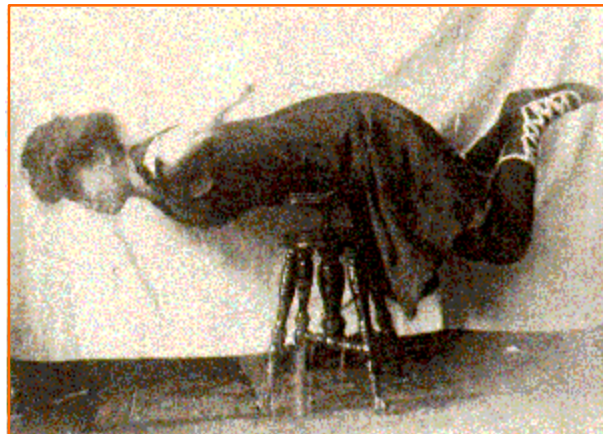
Processes- a series of actions or events that lead to a predictable outcome.

Performance Support- provides integrated tools, knowledge, skills and advice to enable users to do their jobs better.

What is the difference?

Training- Skills or knowledge attained through learning events that may be used to improve future job performance.

Training a student



Performance Support- Skills or knowledge provided to the worker at the point of need to improve current job performance.

Supporting a learner



How does today's worker spend time?



95%
of worker's time
is spent on
the job

5%
of worker's time
is spent in
training

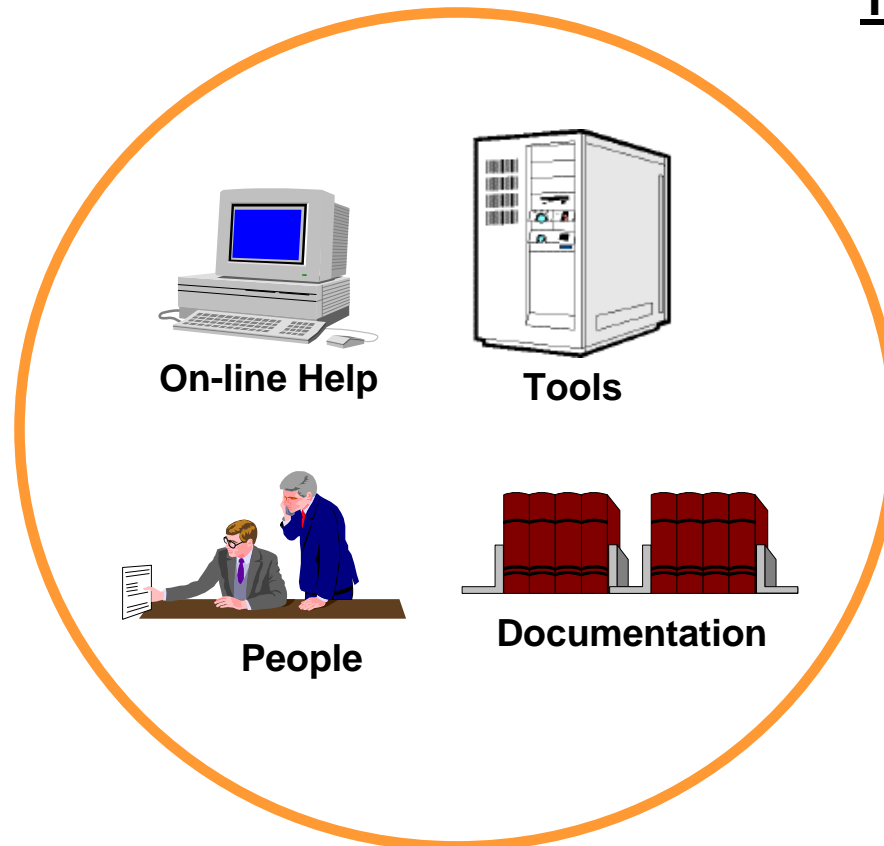
Performance Support is...

On-line help

- Screen help
- Field help

Tools

- Information Repository



People

- Coaches
- Peers
- Specialists

Documentation

- Policies
- Procedures
- Reference Guides
- Job Aids
- Templates
- Bulletin Boards
- FAQs

Getting Started

Step 1: Confirm Point of Need Performance Support

- Scorecards
- Process mapping
- Unit cost
- Employee management
- Project planning/ communication

Step 2: Implement Quick Hits

- Expert point of need coaching
- Job Aids/ Checklists
- Templates
- Knowledge Network (connecting people with information)

Step 3: Develop Performance Support Services

- Identify ongoing performance support services
- Identify performance support delivery system

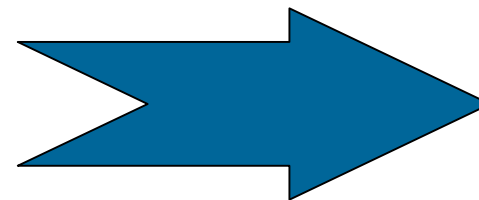
Example: Expert Coaching

Obtain coaching on tactical business topics at point of need.

Employees don't know where to turn for business coaching.



Tactical information is available through expert coaches.



How to get there

- Determine what expert coaches are needed
- Choose expert coaches
- Educate employees about coaches
- Utilize coaches

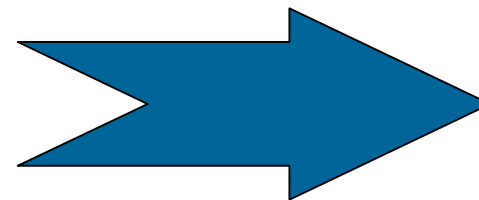
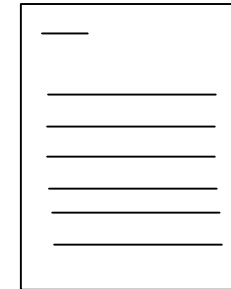
Example: Job-Aids

Make important job information available at the point of need.

Searching for answers



Important information at your fingertips

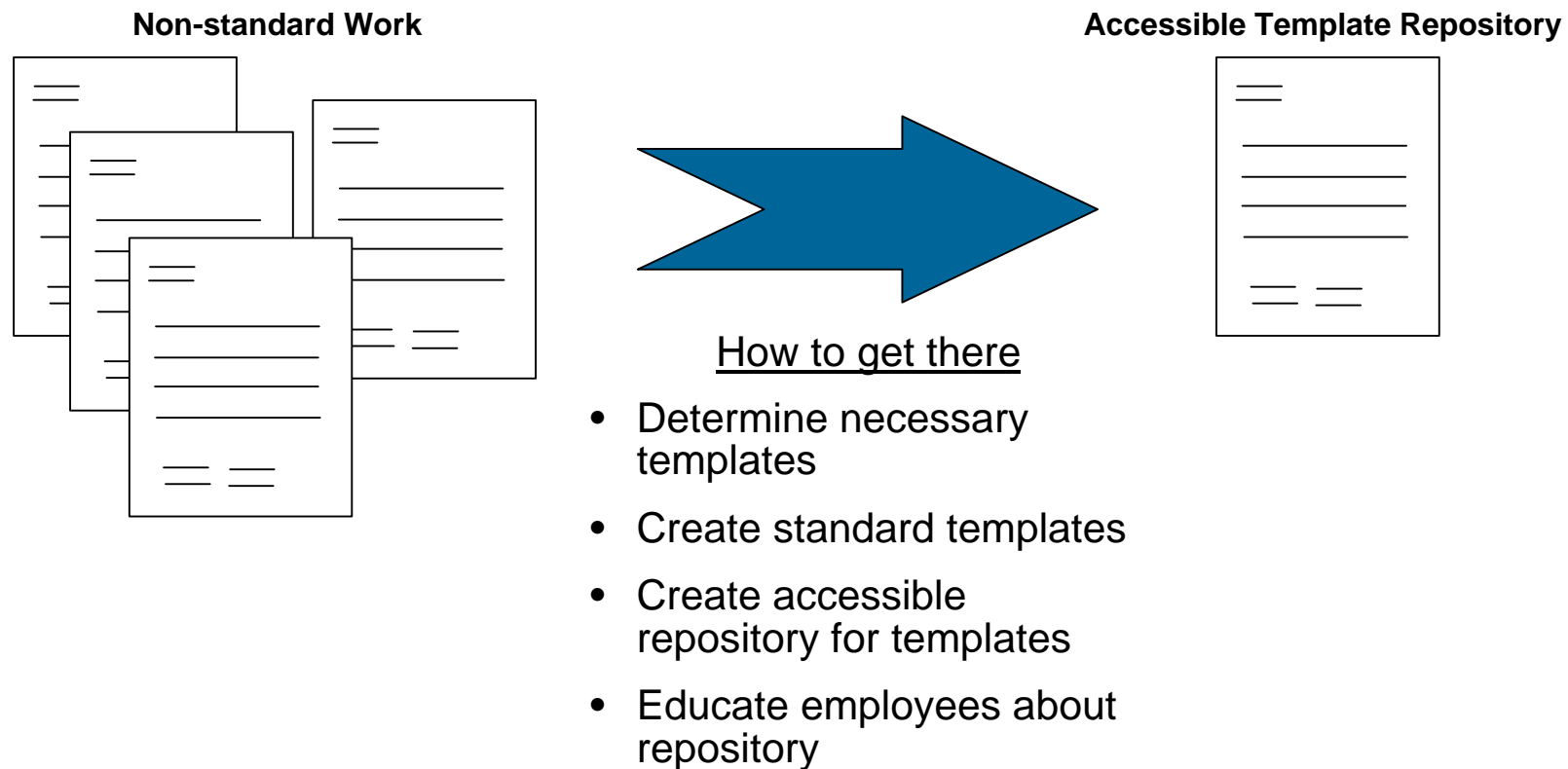


How to get there

- Determine tasks that need job aids
- Create required job aids
- Create accessible repository for job aids
- Educate employees about repository

Example: Templates

Make templates available for work that has to be done repeatedly.



Example: Knowledge Network

Organize knowledge experts and make them accessible.

Untapped Knowledge Experts



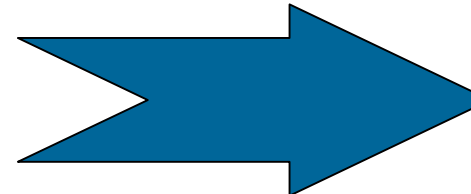
**SFA
+
Operating
Partners**



**Knowledge Network
Database**



**Knowledge Network
Contact List**



How to get there

- Determine what knowledge experts are needed
- Recruit knowledge experts
- Create knowledge expert contact system
- Educate employees about contact system

Learn from an expert!

